



DEPARTMENT OF VETERANS AFFAIRS

Regional Office
400 South 18th Street
St. Louis, MO 63103-2271

June 1, 2000

In Reply Refer To: 331/22

SUBJ: RPO LETTER 4-2000

TO: ALL ST. LOUIS RPO CERTIFYING OFFICIALS

1. First, I'd like to inform everyone that our upgrade to TIMS-32, our paperless filing system, is now complete. Our files have been successfully converted to the new system and everything appears to be working quite well. This upgrade will greatly enhance our capabilities and ultimately improve services to you and our beneficiaries. We do have somewhat of a backlog, but hopefully, everything will be back to normal within a short time. I would like to take this opportunity to thank all of you for your patience and understanding during this upgrade.
2. We have been working on our Internet web site for several months and I am very proud to announce that it can be viewed at: "WWW.VAROSTLOUIS.COM". We have attempted to make it as user friendly and informative as possible. We have included:
 - A. Statistical information on our processing, which will be updated weekly.
 - B. Names and addresses of the ELR's and SAA's within the RPO Region.
 - C. Work Study information.
 - D. A Customer Service Survey for all four of the RPO's.
 - E. Links to other web sites that may be useful, such as VACert, VA Forms and Regulations.
3. We will be using the web site to post the latest information on what's going on at the RPO. Also, if you or one of our beneficiaries are having any problems with their Education Benefits, we have an E-mail address that may be helpful, STLRPO@VBA.VA.GOV.
4. Again, I would like to express my appreciation for your patience during our conversion to TIMS-32 and invite you to visit our web page. Our number one priority is to provide you and our beneficiaries with First Class Service. We will continue to work very hard toward this commitment and with your support, I know it can be accomplished.

A handwritten signature in cursive script that reads "Doug Smith".

DOUG SMITH
Education Program Chief